



Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

Reporting a Veterinarian

Holly McEwen [REDACTED] >

Thu, Dec 31, 2020 at 8:33 PM

To: "tracy.riendeau@vetboard.az.gov" <tracy.riendeau@vetboard.az.gov>

Good evening,

I'd like to report a veterinary practice, and the doctor, for unethical practices. I worked for her very briefly and had to quit due to various actions that lead me to believe she has no right in running a veterinary practice.

Ruth Ann Campbell, DVM and practice owner of Plaza Pet Clinic in Tucson, AZ.

I worked for her from October 2020 to December 2020.

- the first incident I had with her was filling Tramadol for a client and patient we had never seen. She asked us to put it under plaza pet clinic in our computer system and log it under that name in our log books. We had never seen the client or the pet.

- she gave udapp vaccines to patients who had not been seen. She allowed them to fill out new client paperwork, have us vaccinate, and have no exam or doctor involvement what so ever.

- an old chihuahua named 'Abby' came in with a collapsed trachea, unable to breathe. The owners elected to euthanize. Dr. Campbell proceeded to yell at the client, telling her she needed to relinquish the pet to us so we could find a proper home that would care for her. After leaving, she asked us staff who was going to come by and take care of her over the holiday weekend. When we said we couldn't due to it being Christmas, she said 'well fine, we will euthanize her then'

- a terrified shepherd puppy came in with an abscessed jaw. We needed to administer propofol to drain the abscess. Dr. Campbell tried to help restrain the patient but by doing so, nearly strangled this puppy while screaming at it and I had a needle in its front right leg. It resulted in me having to poke this puppy 3 times to administer all of the medication. She refused to allow us to restrain this pet properly.

- a Rottweiler came in with suspected diabetes. He did great for his exam but had to be muzzled for his blood draw. As he started growling, dr. Campbell started to yell at this poor dog saying he was 'in her house' and wrapping her legs around him to keep him still. It took 3 blood draws to get adequate amounts for testing and again, she refused to allow us to restrain him properly.

I have multiple more instances but these were within the final week of my employment when I decided I could not go back.

Thank you,

Holly M.

Sent from my iPhone



ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 21-94

Complainant(s): Arizona State Veterinary Medical Examining Board

Respondent(s): Ruth A Campbell, D.V.M. (License: 3784)

SUMMARY:

Complaint Received at Board Office: 2/19/21

Board Discussion: 4/21/21

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised
September 2013 (Yellow).

On December 31, 2020, the Board office received allegations regarding Respondent's conduct with respect to hospital policies and procedures, as well as animal treatment. Complainant was a former employee of Respondent's premises.

On February 19, 2021, the Board voted to open an investigation.

PROPOSED 'FINDINGS of FACT':

1. On February 19, 2021, after reviewing an email from former employee, Complainant, Holly McEwen, the Board voted to open an investigation regarding Respondent's conduct.
2. Complainant stated that she was employed by Respondent from October 2020 through December 2020. In her email, she gave five (5) examples of Respondent's conduct:

a. Respondent filled Tramadol for a client and patient that had not been seen by Respondent. The prescription was put under the premises name in the computer system and in the log books.

Respondent's lead technician, Jessica Leoni, explained that on December 14, 2020, a longtime client called relaying her friend, Kim Chatteron, had an elderly dog named Daisy who she felt was in pain and needed to be euthanized. Ms. Leoni requested the client have Ms. Chatteron to call to set up an appointment. Ms. Chatteron called to request an at home euthanasia procedure. Ms. Leoni relayed that they did not have any appointments available that day and gave her the option of bringing the dog to the premises – Ms. Chatteron declined.

After further discussion, Respondent advised they could do a house call the next day and would dispense enough tramadol to keep the dog comfortable overnight (6 tablets; 1 tablet three times a day) – dosage based on the weight provided by the pet owner. Later that day, Ms. Chatteron picked up the medication. Complainant was giving Ms. Chatteron verbal instructions for the medication when Ms. Leoni stopped her, explaining since the client was not yet in the computer system, the medication should be put under the premises name so a label could be created and there would be a record of the tramadol being dispensed. Ms. Leoni also recorded the tramadol in the controlled substance dispensing log using the client's name and dog's name since she had that information.

The following day, Respondent, Complainant and Ms. Leoni went to Ms. Chatteron's home to euthanize Daisy. Medical records provided in the case file materials.

b. Respondent gave udapp vaccines to patients who had not been seen. She allowed them to fill out new client paperwork, have staff vaccinate, and have no exam or doctor involvement whatsoever.

Respondent responded to the allegations stating that they are a busy premises and even more so due to Covid. It has been difficult for pet owners to get timely appointments for very sick animals. They accept emergencies and can get behind especially since Respondent is a solo practitioner. If they are busy and cannot get to appointments in a timely fashion, they offer options for pet owners that are waiting:

- *Reschedule;*
- *Continue to wait, or leave and come back at a later time; and*
- *Rarely – if an animal has an imminent appointment and has to have documentation of vaccination right away, they will vaccinate using a tech stamp (provided on the document with Respondent's statement) and have the pet owner*

return for a free exam. Respondent feels that making the exam free increases compliance.

Respondent stated that staff is trained to advise clients that if something appears amiss, the exam must be performed first.

c. Respondent was requested to euthanize a Chihuahua named Abby with a collapsed trachea. Respondent yelled at the pet owner to relinquish the pet to her so she could find a proper home for the dog – the pet owner complied. Respondent then requested staff to come by the premises to care for the dog over the weekend – staff declined due to it being Christmas. Therefore Respondent stated the dog would be euthanized then.

Respondent reported that Abby's owner, Joan Fehser was an elderly client who could no longer drive. The dog had been adopted as an older pet and had intermittent issues with collapsing trachea, and reportedly infrequent seizures and syncopal episodes.

On 12/23/20, the dog was presented to Respondent with a history of coughing for 48 hours; she had been unable to get a ride to the premises. The dog was examined and treated. Once the dog's issues resolved, Respondent spoke with Ms. Fehser and her daughter (who drove her to the premises). Ms. Fehser felt she had no choice but to euthanize the dog as she felt helpless and unable to care for the dog. Respondent offered to treat the dog and keep her at the clinic until a foster or adoptive owner could be found. The family agreed and Ms. Fehser relinquished the dog to Respondent.

Respondent reached out to clients that had rescued and cared for many animals including Chihuahuas with collapsing tracheas. They agreed to foster the dog and picked up Abby later that evening. The dog reportedly had no problems since and has become a part of the family. Ms. Fehser was updated and is happy with the outcome.

Medical records provided.

Respondent stated that rehoming pets was a common practice of hers and Complainant was likely unaware. Staff typically trade off weekend duty to go to the premises and feed the clinic cat, care for any animals at the premises and check phone messages. Prior to finding a foster/home for the dog, Respondent offered to feed and walk Abby in the evening if staff would walk and feed her when they came in the next morning. Complainant was not happy with this plan according to Respondent.

d. A terrified shepherd puppy came in with an abscessed jaw. Propofol was needed to be administered to the dog to be able to drain the abscess – Respondent attempted to help restrain the dog but by doing so, she nearly strangled the puppy while screaming at it. Complainant stated that this resulted in her having to poke the dog three times to administer all of the propofol as Respondent refused to allow staff to restrain the dog properly.

According to Respondent, the dog, Toby, presented with a swollen jaw. The dog was 8-months-old and was rambunctious. She applied lidocaine gel to the swelling and aspirated 3cc pus from the area. The pet owner agreed to anesthetize the dog – they attempted to mask down the dog and it became obvious that would not work. Respondent decided to

administer the dog propofol IV – the first attempt failed and they moved to a different area of the premises due to the commotion upsetting hospitalized pets. Additional staff members assisted to help restrain the dog – propofol was administered and the procedure was performed.

Respondent stated that the dog's neck was in no way compromised and there were no better suggestions of restraint or refusals on her part.

e. A Rottweiler presented with suspected diabetes. The dog did well for the exam but had to be muzzled for the blood draw. As the dog began to growl, Respondent yelled at the dog, stating he was in her house and wrapped her legs around the dog to keep him still. It took three blood draws to obtain an adequate amount of blood for testing. Respondent refused to allow staff to restrain the dog properly.

Respondent stated that the dog presented with elevated urine glucose. The dog was brought from the exam room to the treatment area for the blood draw. The pet owner was with the dog, holding him on the leash for the blood draw. Respondent stated that the dog became defensive, protecting the owner, thus Respondent had the pet owner leave the room and the blood was collected.

Respondent denied yelling at the dog. She stated that if an animal is growling or snarling, she may calmly say that they don't get to talk that way when in her house. Additionally, she sits cross-legged in front of an animal while examining them or drawing blood. Respondent stated that she may yell at her computer, or printer, but does not yell at animals. Furthermore, the pet owner was there at that time and would have taken exception if she had been yelling at the dog.

Medical records provided.

3. Respondent and her staff relayed that Complainant was not a team player, routinely called out of work and had excuses that prohibited her from sharing weekend duties with other staff members. Respondent stated Complainant was a difficult employee and she ultimately had to terminate Complainant's employment over text.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division

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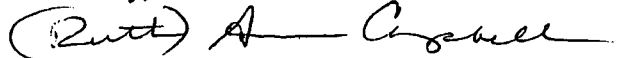
March 9, 2021
21-94, In Re: Ruth A. Campbell, DVM

To Whom It May Concern:

Enclosed please find evidence we hope will shed light on Holly McEwen's accusations. Holly had some very distinctive behaviors while at Plaza Pet Clinic that were hard on staff morale and made her a very difficult employee. After walking out 12/23/20 and texting out the next working day I, for the first time ever, fired someone with a text. (Please see following)

I was informed after the fact that Holly had later been hired by Dove Mountain Veterinary in Marana AZ (520-448-2255) and was subsequently fired after a few weeks. After receiving the letter of complaint from the Board, I phoned Arizona Veterinary Dental Specialists in Scottsdale AZ where it appeared, at least on her resume, that Holly had worked steadily for years. I was put in contact with the hospital manager Wendy Bauer [REDACTED]. Wendy has extensive knowledge of Holly's employment, substance abuse, and social history. She felt she could get permission from corporate to make a statement and stated the Board should feel free to contact her. She had hoped Holly and her daughter would make a soft landing here in Tucson.

Sincerely,



(Ruth) Ann Campbell, DVM

RECEIVED

MAR 12 2021

BY: